

CASE, CONTACT & OUTBREAK MANAGEMENT

SENIOR TRAINING COORDINATOR – Job Card – VPS 5

Shift: Monday – Friday

PRIMARY OBJECTIVES:

The *Case, Contact & Outbreak Management (CCOM) Senior Training Coordinator* is responsible for overall coordination and delivery of training programs for staff deployed to the CCOM cells. This includes the development, coordination and delivery of training programs for new staff, as well as ongoing professional development programs for existing staff. The *CCOM Senior Training Coordinator* reports directly to the *CCOM Operations Lead*.

INITIAL ACTIONS:

- Work with the *CCOM Operations Lead* and the *Cell Logistics Manager* to understand training priorities, goals and challenges; and
- Meet with trainers and other relevant stakeholders to understand existing training programs, needs, gaps and challenges.

ROLES & RESPONSIBILITIES:

Training Coordination

- Oversee the day-to-day operations of all training programs within the CCOM cells;
- Map out training plans and schedules;
- Liaise with the *CCOM Operations Lead* to learn of new recruitment requirements for cell staff, and then schedule training programs based on emerging need;
- Deliver training and/or ensure sufficient trainers are available to deliver programs, and escalate need for additional requirements as identified;
- Schedule and coordinate trainers;
- Liaise and contribute to induction processes as required, ensuring a streamlined onboarding approach;
- Establish and maintain training records;
- Oversee and coordinate ongoing professional development and upskilling training programs for cell staff; and
- Identification and coordination of training for staff and managers that supports the health and wellbeing of staff.

Training Development

- Deliver training as needed;
- Design and develop training packages and programs for both new and ongoing staff which align with the broader objectives of the PH-IMT;
- Establish training program cadence;
- Review training methods to ensure most appropriate delivery mechanisms;
- Build capacity and capability of cell staff, including trainers; and
- Provide ongoing leadership for trainers.

Continuous Improvement

- Monitor training delivery to ensure consistent and high quality delivery;
- Review training programs and adjust content as required to meet CCOM's ongoing and emerging needs and objectives;
- Work with trainers to provide support, feedback and continuous improvement across training delivery;
- Identify professional development and upskilling opportunities for cell staff;

- Facilitate access to professional development opportunities;
- Gather feedback from trainers and trainees after each session;
- Report training outcomes to *CCOM Operations Lead*.

Stakeholder Engagement

- Work with a range of stakeholders from within CCOM to identify and understand new and emerging issues that can feed into training program development;
- Focuses on understanding stakeholder issues;
- Prepare briefs to advise senior stakeholders on issues and solutions within CCOM;
- Initiates and maintains relationships with peers and senior internal and external stakeholders;
- Demonstrate flexibility and adapt to the needs of the changing COVID-19 response environment as required.

CLASSIFICATION:

VPS5 or equivalent

QUALIFICATIONS & EXPERIENCE (VPS5 OR EQUIVALENT):

- Experience working as a training coordinator, training facilitator, trainer, or similar;
- Demonstrated skills and experience in training coordination / course design;
- Well-developed interpersonal, verbal and communication skills, with the ability to communicate at all levels;
- Stakeholder engagement experience;
- Attention to detail and sound problem-solving skills;
- Demonstrated ability to work effectively both independently without supervision and in a team;
- Strong people skills;
- Excellent time management skills with the ability to multi-task while delivering results;
- Qualifications in Public Health (desired);
- Certificate IV in Training and Assessment (not essential, but preferred).

KEY REFERENCES:

- TBC

SYSTEM ACCESS REQUIREMENTS:

- TRIM
- PHESS
- DHHS email account
- Laptop
- Work mobile
- Follow Me Printer.

Approved by: Cailleán Michael
Approved date: 27.05.20

Version: 0.1
Trim reference:

Case and Contact Sector Lead – Job Card

CASE AND CONTACT SECTOR LEAD OBJECTIVES:

- Oversee case and contact management team including the receipt and processing of all notifications, contact tracing and case management
- Provide public health advice and support to cases and contacts
- Provide public health advice to community contacts and members of the public

Qualifications

- Tertiary degree in medicine or related health specialty
- Post graduate qualification in public health, environmental science or public policy would be desirable.

VPS Classification:

- VPS 5

CASE AND CONTACT SECTOR LEAD RESPONSIBILITIES:

1. Oversee Existing Case and Contact Team
2. Oversee New Case and Contacts Team
3. Oversee Triage and Notification Team
4. Oversee Outbreak Management Team
5. Reports to Operations Manager
6. Provides management and advice to team and recommendations on public health advice and case risk assessment
7. Communicate situational awareness to sector lead
8. Meets reporting deadlines on case and contact management
9. Operate within increased level of autonomy and accountability in delivering within the broad strategic directions.

Further References:

1. EDRM Reference:
 - WORK/20/136 Novel Coronavirus (2019-nCoV) – January 2020 – Active
 - IIEF/20/1047 Public health – Health Protection – COVID-19-Planning and Intelligence
2. F: \\N060\Group\PH
3. DHHS Coronavirus 2019 (COVID-19) Guidelines for health services and general practitioners – Version 13 – 15 March 2020

INITIAL ACTIONS:

1. Oversight of case and contact management teams
2. Oversee data entry and data quality of information being entered into PHESS
3. Support and manage escalated advice and information requests from existing case and contact team
4. Provide recommended adjustments to case and contact workflows to sector lead
5. Provide advice and guidance to sector lead on information needs and public communication
6. Undertakes routine contact of confirmed cases and contacts

4. DHHS Case and Contact Management Guide
5. Phone access

System access requirements:

1. Microsoft Teams Reference:
 - CDES shared-DHHS-GRP
2. Public Health Event Surveillance System (PHESS)
 - **internal DHHS intranet access required**
3. PowerBI
4. Virtual support – TC and Mobile Support
5. H03.06 SEMT Situation Report SOP

SECONDARY ACTIONS:

7. Manage information and correspondence through CDIR and Public Health Operations Inbox
8. Maintain data and information standards for Intelligence and Operations lead

Mailbox:

infectious.diseases@dhhs.vic.gov.au
cdir@dhhs.vic.gov.au
publichealth.operations@dhhs.vic.gov.au

Additional tasks if the Special Advice role is not activated

9. Receive information from Power BI, daily COVID updates.
10. Enter confirmed cases into the database if requested

Approved by: Caillean Michael
Approval date: 27 March 2020

Version: 1
Trim Reference: TBA

Flights Officer – Job Card

CASE MANAGEMENT FLIGHTS TEAM OBJECTIVES:

- Follow up all confirmed case and contacts associated with flights arriving into Victoria
- Provide public health advice and support to cases and contacts

Qualifications

- Tertiary degree in medicine or related health specialty
- Post graduate qualification in public health, environmental science or public policy would be desirable.

VPS Classification:

- VPS 4

Flights Officer Objectives:

1. Provide information to cases and contacts regarding Lead's brief
2. Reports to Flights Case and Contact Team Lead

References:

1. EDRM Reference:
 - *WORK/20/136 Novel Coronavirus (2019-nCoV) – January 2020 – Active*
 - *IIEF/20/1047 Public health – Health Protection – COVID-19-Planning and Intelligence*
2. F: [\\W060\Group\PH](#)
3. Microsoft Teams Reference:
 - *CDES shared-DHHS-GRP*
4. Public Health Event Surveillance System (PHESS)
 - **internal DHHS intranet access required**
5. PowerBI
6. Virtual support – TC and Mobile Support
7. H03.06 SEMT Situation Report SOP
8. infectious.diseases@dhhs.vic.gov.au
cdir@dhhs.vic.gov.au
publichealth.operations@dhhs.vic.gov.au
9. DHHS Coronavirus 2019 (COVID-19) Guidelines for health services and general practitioners – Version 13 – 15 March 2020
10. DHHS Case and Contact Management Guide
11. Phone access

Initial actions:

1. Undertakes contact of confirmed cases and contacts
2. Maintain data and information standards for Intelligence and Operations lead
3. Data entry into PHESS
4. Escalated advice and information requests to team lead
5. Provide recommended adjustments to team lead
6. Classify cases according to Case Definition and sign off

Secondary actions:

7. Manage information and correspondence through CDIR and Public Health Operations Inbox
8. Enter confirmed cases – questionnaires information into PHESS
9. Receive list of laboratory results from VIDRL each day and enter them in the PHESS provisional field

Additional tasks if Existing Case Confirmation role is not activated

Approved by: Caillean Michael
Approval date: 27 March 2020

Version: 1
Trim Reference: TBA

Case Management Flights Team Lead – Job Card

CASE MANAGEMENT FLIGHTS TEAM OBJECTIVES:

- Follow up all confirmed case and contacts associated with flights arriving into Victoria
- Provide public health advice and support to cases and contacts

QUALIFICATIONS:

- Tertiary degree in health science, nursing, medicine or related public health field
- Post graduate qualification in public health, environmental science or public policy would be desirable.

VPS Classification:

- VPS 5

Case Management Flights Team Lead Objectives:

1. Oversee Flights Case and Contact Team
2. Reports to Case and Contact Sector Lead
3. Provides management and advice to team and recommendations on public health advice and case risk assessment
4. Communicate situational awareness to sector lead
5. Meets reporting deadlines on case and contact management

References:

1. *EDRM Reference:*
 - *WORK/20/136 Novel Coronavirus (2019-nCoV) – January 2020 – Active*
 - *IIEF/20/1047 Public health – Health Protection – COVID-19-Planning and Intelligence*
2. F: [\\N060\Group\PH](#)
3. *Microsoft Teams Reference:*
 - *CDES shared-DHHS-GRP*
4. *Public Health Event Surveillance System (PHESS)*
 - **internal DHHS intranet access required**
5. *PowerBI*
6. *Virtual support – TC and Mobile Support*
7. *H03.06 SEMT Situation Report SOP*
8. infectious.diseases@dhhs.vic.gov.au
cdir@dhhs.vic.gov.au
publichealth.operations@dhhs.vic.gov.au
9. *DHHS Coronavirus 2019 (COVID-19) Guidelines for health services and general practitioners – Version 13 – 15 March 2020*
10. *DHHS Case and Contact Management Guide*
11. *Phone access*

Initial Actions:

1. Oversight of flight case and contact management team
2. Undertakes routine contact of confirmed cases and contacts
3. Maintain data and information standards for Intelligence and Operations lead
4. Oversee data entry and data quality of information being entered into PHESS
5. Support and manage escalated advice and information requests from existing case and contact team
6. Provide recommended adjustments to case and contact workflows to sector lead
7. Provide advice and guidance to sector lead on information needs and public communication

Secondary Actions:

9. Manage information and correspondence through CDIR and Public Health Operations Inbox
10. Enter confirmed cases – questionnaires information into PHESS
11. Receive list of laboratory results from VIDRL each day and enter them in the PHESS provisional field

Additional tasks if the Special Advice role is not activated

12. Receive information from Power BI, daily COVID updates.
13. Enter confirmed cases into the database if requested

Approved by: Cailleán Michael
Approval date: 22 March 2020

Version:
Trim Reference:

CASE, CONTACT & OUTBREAK SENIOR PROGRAM OFFICER – Job Card – VPS 5

Shift: Monday – Friday

PRIMARY OBJECTIVES:

The *Case, Contact & Outbreak Management Senior Program Officer* will provide program management support to the *Case, Contact & Outbreak Program Manager* and *Principal Program Officer*.

Reporting to the *Case, Contact & Outbreak Management Program Manager*, this role will work alongside the *Principal Program Analyst* with the *Case, Contact & Outbreak program management function*.

INITIAL ACTIONS:

- Work with the *Case, Contact and Outbreak Program Manager* and *Principal Program Analyst* to understand priorities, goals and challenges
- Meet with team members and stakeholders to understand existing programs of work, needs, gaps and challenges.

CLASSIFICATION:

VPS5 or equivalent

ROLES & RESPONSIBILITIES:

Program Management

- Support the *Case, Contact & Outbreak Principal Program Analyst* to execute programs of work across *Case, Contact & Outbreak Management*;
- Provide project management support across this function;
- Support delivery of strategic goals and objectives; and
- Support policy development and implementation.

Stakeholder Engagement

- Work with a range of stakeholders from within the *Case, Contact & Outbreak Management function* to identify the status of individual programs of work;
- Coordinate meetings, workshops and other forums relevant to program management within the *Case, Contact & Outbreak Management function*; and
- Support the *Principal Program Analyst* in stakeholder engagement.

Subject Matter Expertise

- Provide *Program Management knowledge and understanding*;
- Provide support and undertake duties aligned with the broader objectives of the *Public Health Incident Management Team* as required; and
- Demonstrate flexibility and adapt to the needs of the changing COVID-19 response environment as required.

QUALIFICATIONS & EXPERIENCE (VPS5 OR EQUIVALENT):

- Experience in a similar role within the Victorian Public Service;
- Program/project management experience;
- Public health experience is desirable;
- Some experience in strategic planning and/or policy;
- Stakeholder engagement experience;
- Problem solving capabilities;
- Demonstrated ability to work effectively in a team;
- Excellent verbal and written skills; and
- Qualifications in Public Health (desired).

KEY REFERENCES:

- TBC

Reporting

- Liaise with individual project managers to obtain an understanding of project status, risks and issues;
- Translate on-the-ground information into status reporting templates;
- Support the *Principal Program Analyst* in providing status reporting to relay information to *Case, Contact & Outbreak Management Leads*, among others; and
- Identify risks and issues, and feed back to *Program Manager* and *Principal Program Analyst*.

SYSTEM ACCESS REQUIREMENTS:

- DHHS email account
- Laptop
- Work mobile
- Follow Me Printer.

Approved by: Mat Fitzgerald
Approved date: 19/05/20

Version: DRAFT
Trim reference:

CASE, CONTACT & OUTBREAK – STRATEGY, PLANNING & POLICY PRINCIPAL PROGRAM ANALYST – Job Card – VPS 6

Shift: Monday – Friday

PRIMARY OBJECTIVES:

The *Case, Contact & Outbreak – Strategy, Planning & Policy Principal Program Analyst* is responsible for supporting the *Case, Contact & Outbreak – Strategy, Planning and Policy Lead* in managing programs of work across this function.

Reporting to the *Case, Contact & Outbreak – Strategy, Planning & Policy Program Manager*, this role will act as the lead program analyst within the *Case, Contact & Outbreak – Strategy, Planning and Policy program management function*.

INITIAL ACTIONS:

- Work with the *Case, Contact and Outbreak – Strategy, Planning & Policy Program Manager* to understand priorities, goals and challenges
- Meet with team members and stakeholders to understand existing programs of work, needs, gaps and challenges.

CLASSIFICATION:

VPS6 or equivalent

ROLES & RESPONSIBILITIES:

Program Management

- Provide program management across all programs of work within the *Case, Contact & Outbreak – Strategy, Planning and Policy function*;
- Work with the Program Manager to translate strategic goals and objectives into programs of work to be operationalised;
- Plan and implement endorsed strategic objectives and initiatives;
- Evaluate strategy, policy and processes, and ensure they meet quality standards;
- Propose and facilitate initiatives to contribute to business improvement strategies;
- Assist in policy development and implementation; and
- Identify risks and issues, provide mitigation strategies and feed back to Program Manager.

Stakeholder Engagement

- Work with a range of stakeholders from within the *Case, Contact & Outbreak – Strategy, Planning and Policy function* to identify, understand and resolve new and emerging issues proactively;
- Act as conduit to channel information to and from the Program Manager, providing on-the-ground insights with respect to programs of work; and
- Ability to communicate effectively at all levels, to build trust and foster collaboration to project team environment.

Subject Matter Expertise

- Provide Program Management expertise, and ensure programs of work align with program management principles and best practice;
- Provide support and undertake duties aligned with the broader objectives of the Public Health Incident Management Team as required; and
- Demonstrate flexibility and adapt to the needs of the changing COVID-19 response environment as required.

Reporting

- Liaise with individual project managers to obtain an understanding of project status, risks and issues;
- Provide status reporting to report information to *Case, Contact & Outbreak Management Leads*, among others;
- Work with project managers to ensure programs of work remain on track;
- Identify dependencies between programs of work; and
- Escalate issues or risks, as identified.

QUALIFICATIONS & EXPERIENCE (VPS6 OR EQUIVALENT):

- Experience in a similar role within the Victorian Public Service;
- Extensive program/project management experience and expertise;
- Public health experience, particularly within government;
- Sound experience and expertise in strategic planning and/or policy;
- Experience with complex and senior stakeholder engagement;
- Strong people skills;
- Attention to detail and problem-solving skills;
- Demonstrated ability to work effectively both independently without supervision and in a team;
- Excellent time management skills with the ability to multi-task while delivering results;
- Excellent verbal and written skills; and
- Qualifications in Public Health (desired).

KEY REFERENCES:

- TBC

SYSTEM ACCESS REQUIREMENTS:

- DHHS email account
- Laptop
- Work mobile
- Follow Me Printer.

Approved by: Mat Fitzgerald
Approved date: 19/05/20

Version: DRAFT
Trim reference:

CASE, CONTACT & OUTBREAK – STRATEGY, PLANNING & POLICY PROGRAM MANAGER – Job Card – VPS 6

Shift: Monday – Friday

PRIMARY OBJECTIVES:

The *Case, Contact & Outbreak – Strategy, Planning & Policy Program Manager* is responsible for leading the Program Management function of Case, Contact and Outbreak – Strategy, Planning and Policy.

Reporting to the Strategy, Planning and Policy Lead, this role will provide leadership, guidance and oversight across the Strategy, Planning & Policy (SPP) Program Management team. The Program Manager has two direct reports: 1) the Case, Contact & Outbreak – Strategy, Policy & Planning Principal Program Analyst; and 2) the Case, Contact & Outbreak – Strategy, Planning & Policy Senior Program Officer.

INITIAL ACTIONS:

- Work with the *Case, Contact and Outbreak – Strategy, Planning & Policy Lead* to understand priorities, goals and challenges
- Meet with team members and stakeholders to understand existing programs of work, needs, gaps and challenges.

CLASSIFICATION:

VPS6 or equivalent

ROLES & RESPONSIBILITIES:

Leadership and People Management

- Lead the Case, Contact and Outbreak - Strategy, Policy & Planning Program Management team;
- Provide guidance and advice across the Case, Contact and Outbreak - Strategy, Policy & Planning Program Management team; and
- Oversee the work of other employees in the team as directed by the Strategy, Policy & Planning Lead.

Stakeholder Engagement

- Represent the Case, Contact & Outbreak - Strategy, Policy & Planning Program Management team with both internal and external stakeholders;
- Act as a key liaison across the PH-IMT response, working with Program Managers from other functional areas to ensure information sharing and transparency;
- Interact with a range of stakeholders and functional areas to identify emerging problems and needs which can be translated into programs of work;
- Act as a conduit to channel information to and from the Deputy Public Health Commander, Operations Lead and program management staff as required;
- Coordinate forums and stakeholder engagement relevant to the Case, Contact and Outbreak program of work;

QUALIFICATIONS & EXPERIENCE (VPS6 OR EQUIVALENT):

- Experience in a similar role within the Victorian Public Service;
- Team leader and people management experience;
- Extensive program / project management experience and expertise;
- Extensive experience with senior stakeholder engagement, including strong people skills in changing and complex environments;
- Outcome driven conflict resolution;
- Experience working in a fast-paced environment managing multiple competing priorities; and
- Qualifications in Public Health (desired).

KEY REFERENCES:

- TBC

- Ability to communicate effectively at all levels, to build trust and foster collaboration to project team environment; and
- Identify, engage and negotiate with stakeholders in order to resolve differences and achieve functional area goals.

Subject Matter Expertise

- Responsible for identifying strategic and tactical goals and objectives, as determined in collaboration with the Strategy, Planning and Policy Lead, which can be translated into programs of work;
- Provide Program Management expertise, and ensure programs of work align with program management principles and best practice;
- Provide support and undertake duties aligned with the broader objectives of the Public Health Incident Management Team as required; and
- Demonstrate flexibility and adapt to the needs of the changing COVID-19 response environment as required.

Reporting

- Oversee status reporting and other reporting requirements;
- Identify issues or risks, and escalate as required; and
- Drive continuous improvement through identifying solutions to enhance performance.

SYSTEM ACCESS REQUIREMENTS:

- DHHS email account
- Laptop
- Work mobile
- Follow Me Printer.

Approved by: Mat Fitzgerald
Approved date: 19/05/20

Version: DRAFT
Trim reference:

CASE, CONTACT & OUTBREAK – STRATEGY, PLANNING & POLICY

SENIOR PROGRAM OFFICER – Job Card – VPS 5

Shift: Monday – Friday

PRIMARY OBJECTIVES:

The *Case, Contact & Outbreak – Strategy, Planning & Policy Senior Program Officer* will provide program management support to the Case, Contact & Outbreak – Strategy, Planning and Policy Program Manager and Principal Program Analyst.

Reporting to the *Case, Contact & Outbreak – Strategy, Planning & Policy Program Manager*, this role will work alongside the Principal Program Analyst with the Case, Contact & Outbreak – Strategy, Planning and Policy program management function.

ROLES & RESPONSIBILITIES:

Program Management

- Support the *Case, Contact & Outbreak – Strategy, Planning & Policy Principal Program Analyst* to execute programs of work across Case, Contact & Outbreak - Strategy, Planning & Policy;
- Provide project management support across this function;
- Support delivery of strategic goals and objectives; and
- Support policy development and implementation.

Stakeholder Engagement

- Work with a range of stakeholders from within the Case, Contact & Outbreak – Strategy, Planning and Policy function to identify the status of individual programs of work;
- Coordinate meetings, workshops and other forums relevant to program management within the Case, Contact & Outbreak – Strategy, Planning & Policy function; and
- Support the Principal Program Analyst in stakeholder engagement.

Subject Matter Expertise

- Provide Program Management knowledge and understanding;

- Provide support and undertake duties aligned with the broader objectives of the Public Health Incident Management Team as required; and
- Demonstrate flexibility and adapt to the needs of the changing COVID-19 response environment as required.

Reporting

- Liaise with individual project managers to obtain an understanding of project status, risks and issues;
- Translate on-the-ground information into status reporting templates;
- Support the Principal Program Analyst in providing status reporting to relay information to Case, Contact & Outbreak Management Leads, among others; and
- Identify risks and issues, and feed back to Program Manager and Principal Program Analyst.

INITIAL ACTIONS:

- Work with the *Case, Contact and Outbreak – Strategy, Planning & Policy Program Manager* and *Principal Program Analyst* to understand priorities, goals and challenges
- Meet with team members and stakeholders to understand existing programs of work, needs, gaps

CLASSIFICATION:

VPS5 or equivalent

QUALIFICATIONS & EXPERIENCE (VPS5 OR EQUIVALENT):

- Experience in a similar role within the Victorian Public Service;
- Program/project management experience;
- Public health experience is desirable;
- Some experience in strategic planning and/or policy;
- Stakeholder engagement experience;
- Problem solving capabilities;
- Demonstrated ability to work effectively in a team;
- Excellent verbal and written skills; and
- Qualifications in Public Health (desired).

KEY REFERENCES:

- TBC

SYSTEM ACCESS REQUIREMENTS:

- DHHS email account
- Laptop
- Work mobile
- Follow Me Printer.

Approved by: Mat Fitzgerald
Approved date: 19/05/20

Version: DRAFT
Trim reference:

CASE, CONTACT & OUTBREAK MANAGEMENT

Information Officer – Job Card – VPS 4

Shift: 7:30am – 3:36pm / 2:00pm-10:06pm Monday-Sunday

PRIMARY OBJECTIVES:

The *Information Officer* is responsible for supporting the Case, Contact & Outbreak response teams through efficient and concise data management within the Case, Contact & Outbreak Management portfolio. The *Information Officer* is also responsible for reviewing and reporting on teams' current processes in relation to continuous improvement.

The *Information Officer* will be reporting to the *Information lead, Operations* as part of the continuous improvement and information area.

INITIAL ACTIONS:

- Work with the *Information Lead, Operations* to understand priorities, goals and challenges in data management and continuous improvement
- Meet with team members and stakeholders to understand the needs and challenges of information management within the CCOM Teams

CLASSIFICATION:

VPS4 or equivalent

ROLES & RESPONSIBILITIES:

- Attend daily AM & PM Information Officer huddles to discuss CCOM information objectives and current team task status
- Provide summary report outbreak information to CCOM Teams' Operation Leads
- Attend daily Tier 1 huddles to orientate to the team issues for the day
- Maintain and manage data in outbreak tracking tools including Microsoft Excel based tools and the Customer Relationship Management (CRM) system
- Liaise with the Data Intelligence Officer (Epidemiologist) to ensure that cases and close contacts linked to outbreak settings are appropriately documented within outbreak tracking tools
- Escalate any issues impacting on effective data management to the Information and Operations Leads.
- Conduct continuous improvement audits of teams processes as directed by the Information leads Audit data to support data quality improvement and case / outbreak management process improvement
-

QUALIFICATIONS & EXPERIENCE (VPS4 OR EQUIVALENT):

REQUIRED:

- MS Excel skills in managing and analysis of data
- Proven ability in problem solving skills in a complex environment
- Ability to liaise with multiple stakeholders from varying levels
- Strong verbal and written communication skills

DESIRABLE:

- Experience in public health, environmental health or public policy (desirable)
-

SYSTEM ACCESS REQUIREMENTS:

- DHHS email account
- Laptop
- (WFH) Laptop dock
- (WFH) Dual screens
- (WFH) Keyboard & mouse
- Jabra Headset
- O365
- PHESS
- CRM
- TANDA
- MS Teams
- COVID 19 Operations MS Teams group access
- COVID 19 Outbreaks MS Teams group access
- COVID 19 Information Officer MS Teams group access
- TRIM
- POWER BI
- CCOM Team email inbox

KEY REFERENCES:

- TBC

HEALTH & SAFETY RESPONSIBILITIES:

- Take reasonable care of your own health and safety and the safety of others who may be affected by your acts or omissions at a workplace.
- Cooperate with the department with respect to any actions taken by the department to comply with a requirement under OHS legislation.

Approved by: Mat Williams
Approved date: 18/09/2020

Version: APPROVED
Trim reference: HHSD/2020/0443039

Laboratories Lead – Job Card

LABORATORIES LEAD OBJECTIVES:

- Coordinate operational response arrangements for laboratories testing for and establishing systems for COVID-19
- Liaise with stakeholder groups and key primary and reference laboratories to achieve strategic and operational outcomes
- Provide strategic and operational oversight to sector through planning, intelligence gathering and procedural development
- Provide expert and specialist advice on operational requirements of laboratories, sector needs and policy planning

QUALIFICATIONS:

- Tertiary degree in medicine or related specialist health field
- Post graduate qualification in virology, microbiology, infectious diseases or medical virology would be desirable.

VPS Classification:

- VPS 6

LABORATORY LEAD RESPONSIBILITIES:

1. Oversee Laboratories Team
2. Reports to Operational Lead
3. Provides management and advice to team and recommendations on public health testing, system development and operational planning
4. Communicate situational awareness to sector lead
5. Meets reporting and policy deadlines on laboratory management
6. Operate within increased level of autonomy and accountability in delivering within the broad strategic directions.
7. Provide leadership and guidance based on advanced expertise.
8. Manage with increased budget, staff responsibilities or strategic importance

References:

1. *EDRM Reference:*
 - *WORK/20/136 Novel Coronavirus (2019-nCoV) – January 2020 – Active*
 - *IIEF/20/1047 Public health – Health Protection – COVID-19-Planning and Intelligence*
2. F: [\\N060\Group\PH](#)
3. *Microsoft Teams Reference:*
 - *CDES shared-DHHS-GRP*
4. *Public Health Event Surveillance System (PHESS)*
 - **internal DHHS intranet access required**
5. *PowerBI*
6. *Virtual support – TC and Mobile Support*
7. *H03.06 SEMT Situation Report SOP*
8. infectious.diseases@dhhs.vic.gov.au
cdir@dhhs.vic.gov.au
publichealth.operations@dhhs.vic.gov.au
9. *DHHS Coronavirus 2019 (COVID-19) Guidelines for health services and general practitioners – Version 13 – 15 March 2020*
10. *DHHS Case and Contact Management Guide*
11. *Phone access*

INITIAL ACTIONS:

1. Oversight of laboratories team
2. Plan for and manage the ongoing development of primary laboratory testing capabilities
3. Liaise with and support the operational reference laboratories
4. Coordinate departmental support of operational laboratories
5. Identify and resolve operational issues and challenges associated with engaged laboratories
6. Support and manage escalated advice and information requests from team
7. Provide recommended adjustments to operational workflows to operations lead

8. Provide advice and guidance to sector lead on information needs and public communication

SECONDARY ACTIONS:

9. Manage information and correspondence through CDIR and Public Health Operations Inbox
10. Enter confirmed cases – questionnaires information into PHESS
11. Receive list of laboratory results from VIDRL each day and enter them in the PHESS provisional field

Additional tasks if the Special Advice role is not activated

Approved by: Caillean Michael
Approval date: 26 March 2020

Version:
Trim Reference:

New Cases Team Lead – Job Card

NEW CASE AND CONTACT TRACING TEAM OBJECTIVES:

- Investigate and follow up all new confirmed cases
- Identify contacts of all new confirmed cases
- Undertake a risk assessment of all new confirmed cases
- Interview all new confirmed cases
- Contact all close and causal contacts and provide advice and recommendations on isolation and exclusion
- Provide public health advice and support to cases, contacts and members of the community

Qualifications

- Tertiary degree in medicine or related health specialty
- Post graduate qualification in public health, environmental science or public policy would be desirable.

NEW CASE AND CONTACT TRACING TEAM LEAD OBJECTIVES:

1. Lead a team in providing or contributing to authoritative and expert advice and recommendations consistent with organisational goals and values.
2. Reports to Case and Contact Sector Lead
3. Provides management and advice to team and recommendations on public health advice and case risk assessment
4. Communicate situational awareness to sector lead
5. Meets reporting deadlines on case and contact management

VPS Classification:

- VPS 5

Initial actions:

1. Oversight of case and contact management team
2. Interview all new confirmed cases and contact identified close and casual contacts
3. Identify outbreaks and clusters associated with new cases
4. Maintain data and information standards for Intelligence and Operations lead
5. Oversee data entry and data quality of information being entered into PHESS
6. Support and manage escalated advice and information requests from case and contact tracing team
7. Provide recommended adjustments to case and contact workflows to sector lead
8. Provide advice and guidance to sector lead on information needs and public communication

References:

1. EDRM Reference:
 - WORK/20/136 Novel Coronavirus (2019-nCoV) – January 2020 – Active
 - IIEF/20/1047 Public health – Health Protection – COVID-19-Planning and Intelligence
2. F: [\\N060\Group\PH](#)
3. Microsoft Teams Reference:
 - CDES shared-DHHS-GRP
4. Public Health Event Surveillance System (PHESS)
 - **internal DHHS intranet access required**
5. PowerBI
6. Virtual support – TC and Mobile Support
7. H03.06 SEMT Situation Report SOP
8. infectious.diseases@dhhs.vic.gov.au
cdir@dhhs.vic.gov.au
publichealth.operations@dhhs.vic.gov.au

Additional tasks:

9. Manage the allocation of resources within and the outputs

required of the work area to achieve service delivery goals and expectations.

10. Manage information and correspondence through CDIR and Public Health Operations Inbox
11. Enter confirmed cases – questionnaires information into PHESS
12. Receive list of laboratory results from VIDRL each day and enter them in the PHESS provisional field

9. DHHS Coronavirus 2019 (COVID-19) Guidelines for health services and general practitioners – Version 13 – 15 March 2020

10. DHHS Case and Contact Management Guide

11. Phone access

Additional tasks if the Special Advice role is not activated

Minimum Skill Set

- Office 365 proficiency
- Adapt and learn new systems quickly
- Follow direction and guidance on processes and escalate when needed
- Ability to manage difficult conversations and stakeholders
- Complete writing and reporting tasks accurately and efficiently

Internal DHHS Training requirements

1. General Induction - Candidate Readiness Assessment
2. New Cases - Candidate Readiness Assessment
3. Experience in Triage & Notification, New Contact, Existing Contact or Existing Confirmed Contact teams

Approved by: Caillean Michael
Approval date: 6 April 2020

Version:
Trim Reference:

New Case Officer – Job Card

TEAM OBJECTIVES:

- Investigate and follow up all new confirmed cases
- Identify contacts of all new confirmed cases
- Undertake a risk assessment of all new confirmed cases
- Interview all new confirmed cases
- Contact all close and causal contacts and provide advice and recommendations on isolation and exclusion
- Provide public health advice and support to cases, contacts and members of the community

CASE OFFICER OBJECTIVES:

1. Reports to New Case and Contact Tracing Team Lead
2. Provides advice and recommendations on public health advice and case risk assessment
3. Communicate situational awareness to Team Lead
4. Meets reporting deadlines on case and contact management

Initial actions:

1. Interview all new confirmed cases and contact identified close and casual contacts
2. Identify outbreaks and clusters associated with new cases
3. Maintain data and information standards for Intelligence and Operations lead
4. Enter data and ensure data quality of information being entered into PHESS
5. Report escalated advice and information requests to Team Lead from case and contact tracing team
6. Provide recommended adjustments to case and contact workflows to Team Lead

Additional tasks:

9. Manage information and correspondence through CDIR and Public Health Operations Inbox
10. Enter confirmed cases – questionnaires information into PHESS
11. Receive list of laboratory results from VIDRL each day and enter them in the PHESS provisional field

Additional tasks:

9. Manage information and correspondence through CDIR and Public Health Operations Inbox
10. Enter confirmed cases – questionnaires information into PHESS
11. Receive list of laboratory results from VIDRL each day and enter them in the PHESS provisional field

Additional tasks if the Special Advice role is not activated

Minimum Skill Set

- Office 365 proficiency
- Adapt and learn new systems quickly
- Follow direction and guidance on processes and escalate when needed
- Ability to manage difficult conversations and stakeholders
- Complete writing and reporting tasks accurately and efficiently

Approved by: Caillean Michael
Approval date: 6 April 2020

Qualifications

- Tertiary degree in health science, nursing, medicine or related public health field
- Post graduate qualification in public health, environmental science or public policy would be desirable.

VPS Classification:

- VPS 4

References:

1. EDRM Reference:
 - *WORK/20/136 Novel Coronavirus (2019-nCoV) – January 2020 – Active*
 - *IIEF/20/1047 Public health – Health Protection – COVID-19-Planning and Intelligence*
2. F: [\\N060\Group\PH](#)
3. Microsoft Teams Reference:
 - *CDES shared-DHHS-GRP*
4. Public Health Event Surveillance System (PHESS)
 - **internal DHHS intranet access required**
5. PowerBI
6. Virtual support – TC and Mobile Support
7. H03.06 SEMT Situation Report SOP
8. infectious.diseases@dhhs.vic.gov.au
cdir@dhhs.vic.gov.au
publichealth.operations@dhhs.vic.gov.au
9. *DHHS Coronavirus 2019 (COVID-19) Guidelines for health services and general practitioners – Version 13 – 15 March 2020*

8. infectious.diseases@dhhs.vic.gov.au
cdir@dhhs.vic.gov.au
publichealth.operations@dhhs.vic.gov.au

9. *DHHS Coronavirus 2019 (COVID-19) Guidelines for health services and general practitioners – Version 13 – 15 March 2020*

10. *DHHS Case and Contact Management Guide*

11. *Phone access*

Internal DHHS Training requirements

1. General Induction - Candidate Readiness Assessment
2. New Cases - Candidate Readiness Assessment
3. Experience in Triage & Notification, New Contact, Existing Contact or Existing Confirmed Contact teams

Version: 2
Trim Reference:

Case Management– New Contact, Existing Contact and Existing Confirmed Contact Officer – Job Card

TEAM OBJECTIVES:

- Follow up all confirmed case and contacts
- Provide public health advice and support to cases and contacts

Qualifications

- Tertiary degree in medicine or related health specialty
- Post graduate qualification in public health, environmental science or public policy would be desirable.

VPS Classification:

- VPS 4

Contact Officer Objectives:

1. Provide information to cases, contacts, schools, other community groups regarding Lead's brief
2. Reports to Existing Case and Contact Lead
3. Provides advice to team leaders of various subsectors under case and contact management brief

References:

1. *EDRM Reference:*
 - *WORK/20/136 Novel Coronavirus (2019-nCoV) – January 2020 – Active*
 - *IIEF/20/1047 Public health – Health Protection – COVID-19-Planning and Intelligence*
2. F: [\\N060\Group\PH](#)
3. *Microsoft Teams Reference:*
 - *CDES shared-DHHS-GRP*
4. *Public Health Event Surveillance System (PHESS)*
 - **internal DHHS intranet access required**
5. *PowerBI*
6. *Virtual support – TC and Mobile Support*
7. *H03.06 SEMT Situation Report SOP*
8. infectious.diseases@dhhs.vic.gov.au
cdir@dhhs.vic.gov.au
publichealth.operations@dhhs.vic.gov.au
9. *DHHS Coronavirus 2019 (COVID-19) Guidelines for health services and general practitioners – Version 13 – 15 March 2020*
10. *DHHS Case and Contact Management Guide*
11. *Phone access*

Initial actions:

1. Undertakes routine contact of confirmed cases and contacts
2. Maintain data and information standards for Intelligence and Operations lead
3. Data entry into PHESS
4. Escalate advice and information requests from existing case and contact team
5. Provide recommended adjustments to case and contact workflows to sector lead
6. Classify cases according to Case Definition and sign off

Additional tasks:

7. Manage information and correspondence through CDIR and Public Health Operations Inbox
8. Enter confirmed cases – questionnaires information into PHESS
9. Receive list of laboratory results from VIDRL each day and enter them in the PHESS provisional field

Additional tasks if Existing Case Confirmation role is not activated

Minimum Skill Set

- Office 365 proficiency
- Adapt and learn new systems quickly
- Follow direction and guidance on processes and escalate when needed
- Ability to manage difficult conversations and stakeholders
- Complete writing and reporting tasks accurately and efficiently

Internal DHHS Training requirements

1. General Induction - Candidate Readiness Assessment
2. New Contact, Existing Contact or Existing Confirmed- Candidate Readiness Assessment

Approved by: Caillean Michael
Approval date: 6 April 2020

Version:
Trim Reference:

New Contact, Existing Contact and Existing Confirmed Contact Team Lead – Job Card

TEAM OBJECTIVES:

- Follow up all confirmed case and contacts
- Provide public health advice and support to cases and contacts

QUALIFICATIONS:

- Tertiary degree in health science, nursing, medicine or related public health field
- Post graduate qualification in public health, environmental science or public policy would be desirable.

VPS CLASSIFICATION

- VPS 5

TEAM LEAD OBJECTIVES:

1. Oversee Existing Case and Contact Team
2. Reports to Case and Contact Sector Lead
3. Provides management and advice to team and recommendations on public health advice and case risk assessment
4. Communicate situational awareness to sector lead
5. Meets reporting deadlines on case and contact management

References:

1. *EDRM Reference:*
 - *WORK/20/136 Novel Coronavirus (2019-nCoV) – January 2020 – Active*
 - *IIEF/20/1047 Public health – Health Protection – COVID-19-Planning and Intelligence*
2. F: [\\N060\Group\PH](#)
3. *Microsoft Teams Reference:*
 - *CDES shared-DHHS-GRP*
4. *Public Health Event Surveillance System (PHESS)*
 - **internal DHHS intranet access required**
5. *PowerBI*
6. *Virtual support – TC and Mobile Support*
7. *H03.06 SEMT Situation Report SOP*
8. infectious.diseases@dhhs.vic.gov.au
cdir@dhhs.vic.gov.au
publichealth.operations@dhhs.vic.gov.au
9. *DHHS Coronavirus 2019 (COVID-19) Guidelines for health services and general practitioners –*

INITIAL ACTIONS:

1. Oversight of existing case and contact management team
2. Undertakes routine contact of confirmed cases and contacts
3. Maintain data and information standards for Intelligence and Operations lead
4. Oversee data entry and data quality of information being entered into PHESS
5. Support and manage escalated advice and information requests from existing case and contact team
6. Provide recommended adjustments to case and contact workflows to sector lead
7. Provide advice and guidance to sector lead on information

Version 13 – 15 March 2020

SECONDARY ACTIONS:

10. Manage information and correspondence through CDIR and Public Health Operations Inbox
11. Enter confirmed cases – questionnaire information into PHESS
12. Receive list of laboratory results from VIDRL each day and enter them in the PHESS provisional field

10. DHHS Case and Contact Management Guide

13. Additional tasks if the Special Advice role is not activated

11. Phone access

Minimum Skill Set

- Office 365 proficiency
- Adapt and learn new systems quickly
- Follow direction and guidance on processes and escalate when needed
- Ability to manage difficult conversations and stakeholders
- Complete writing and reporting tasks accurately and efficiently

Internal DHHS Training requirements

1. General Induction - Candidate Readiness Assessment
2. New Contact, Existing Contact or Existing Confirmed- Candidate Readiness Assessment

Approved by: Caillean Michael
Approval date: 6 April 2020

Version: 2
Trim Reference:

Job Card - Specialist Medical Advice Officer (SMA)

Primary objectives:

- Respond to requests for specialist medical advice (SMA) in different and evolving categories of need (clinician hotline and internal requests).
- Contribute and develop rapid guidelines, factsheets and FAQs for immediate use by health sector and relevant community.
- Contribute to policy and strategy responding to issues in the various fields of activity to prevent COVID-10 transmission (including infection control).

Special Advice Officer:

1. Report to SMA Lead
2. Provide information to SMA Lead, Operations Lead, Case and Contacts Sector, Outbreaks Sector, Operations Planning.
3. (With technical expertise or capacity) contribute to case follow up and management of outbreaks.
4. (With technical expertise or capacity) advise, liaise and develop policy with relevant Planning Sector cells.

Initial actions:

1. Respond to incoming calls for specialist advice from external clinicians and healthcare settings in a fast-paced environment.
2. Work with Case and Contacts Sector to respond to outbreaks.
3. Develop rapid guidelines, factsheets, FAQs through surveillance and judgement of multiple information sources (including incomplete data) within quickly evolving categories:
 - GP and primary care.
 - Hospitals and healthcare sector.
 - Biosecurity, police and ports of entry.
 - Infection prevention and control.
 - Community, allied health and others (e.g. education)
 - Outbreak management.

Additional tasks:

4. Prepare, compile, update and approved distribution of reports, policy, strategy relevant to categories.
5. Maintain a database of contacts/advice outside SMA Cell (in DHHS, outside DHHS) with names, job description and expertise to advise SMA/COVID-19 response, contact details.
6. Maintain awareness of developments in the field of activity from information searches, hotline calls and anecdotal data.
7. Report surveillance and intelligence to SMA Cell huddle.

Additional tasks if the Special Advice role is not activated

8. Receive information from Power BI, daily COVID updates.
9. Enter confirmed cases into the database if requested.
10. If required, case interviewing within Case and Contacts Sector.
11. If required (with technical or expertise as requested by Deputy Public Health Commanders) redeployment to other teams (Operations, Intelligence, Planning, Public Health Communications)

Approved by: Dr Mihaela Ivan, Deputy Public Health Commander SMA

Approval date: 25/03/20

Qualifications

MD/MBBS *or* RN 1 (Clinical Nurse Specialist or Consultant) *and/or* MPH (VPS 6)

Favourable: fellowship of specialty Australasian college/faculty (VPS 6.2 or SMA) *and/or* recent clinical experience *and/or* outbreak management.

Key References:

1. PHESS Operations Manual – CDV Sharepoint
2. F:\ Drive Location:
F:\PH\CDC\Epi\Surv\OtherNotifiables\ncov-2019
3. EDRM Location (RHPEM HPOS Office of the Dep Chief) WORK/17/275 and WORK/20/136

Further References:

Documents:

1. EDRM Reference:
 - WORK/20/136 Novel Coronavirus (2019-nCoV) – January 2020 – Active
 - IIEF/20/1047 Public health – Health Protection – COVID-19-Planning and Intelligence
 - IIEF **TRIM LINK TO SMA - TBC**
 - IIEF/20/1067: PUBLIC HEALTH - HEALTH PROTECTION - COVID-19 - Approved Plans and Protocols
 - IIEF/20/1067: PUBLIC HEALTH - HEALTH PROTECTION - COVID-19 - Approved Plans and Protocols
2. F:\N060\Group\PH

System access requirements:

1. Microsoft Teams Reference: CDES shared-DHHS-GRP
2. Public Health Event Surveillance System (PHESS) access and training.
3. Internal DHHS intranet access.
4. Virtual support – TC and Mobile Support.
5. H03.06 SEMT Situation Report SOP.

Mailing lists:

1. Health-M-RHPEM-HPB-AllStaff <health-m-rhpem-hpb-allstaff@dhhs.vic.gov.au>

Mailbox:

infectious.diseases@dhhs.vic.gov.au
cdir@dhhs.vic.gov.au
publichealth.operations@dhhs.vic.gov.au

Availability:

Minimum 2 (preferred 3/days per week). Shifts 0830-1730 and 1400-2200 seven days per week. SMA huddle 0830; Operations huddle 0900; Handover 1700.

Version: 1

Trim Reference: TBC

Triage and Notification Officer – Job Card

TRAIGE AND NOTIFICATION TEAM OBJECTIVES:

- Respond to all queries from General Practitioners, Laboratories and Hospitals regarding COVID-19
- Receive and take notifications of suspected and confirmed cases of COVID-19
- Provide appropriate and tailored advice to all members of the public, schools or business queries regarding COVID-19

Qualifications

- Tertiary degree in health science, nursing, medicine or related public health field
- Post graduate qualification in public health, environmental science or public policy would be desirable.

TRIAGE AND NOTIFICATION OFFICER:

1. Provides advice and support to team on public and community recommendations regarding COVID-19
2. Develop and refine notification workflows to case and contact management team
3. Communicate situational awareness to sector lead

VPS Classification:

- VPS 4

Initial actions:

1. Support and provide advice and information requests from triage and notification team
2. Maintain data and information standards for Intelligence and Operations lead
3. Provide recommended adjustments to notification workflows to sector lead
4. Provide advice and guidance to sector lead on information needs and public communication
5. Apply case definition and sign off all notifications
6. Update surveillance changes document in TEAMS
7. Evaluate and complete daily data summary for Intelligence Lead

References:

1. *EDRM Reference:*
 - WORK/20/136 Novel Coronavirus (2019-nCoV) – January 2020 – Active
 - IIEF/20/1047 Public health – Health Protection – COVID-19-Planning and Intelligence
2. F: [\\N060\Group\PH](#)
3. *Microsoft Teams Reference:*
 - CDES shared-DHHS-GRP
4. *Public Health Event Surveillance System (PHESS)*
 - **internal DHHS intranet access required**
5. *PowerBI*
6. *Virtual support – TC and Mobile Support*
7. *H03.06 SEMT Situation Report SOP*
8. infectious.diseases@dhhs.vic.gov.au
cdir@dhhs.vic.gov.au
publichealth.operations@dhhs.vic.gov.au
9. *DHHS Coronavirus 2019 (COVID-19) Guidelines for health services and general practitioners – Version 13 – 15 March 2020*
10. *DHHS Case and Contact Management Guide*
11. *Phone access*

Additional tasks:

8. Manage information and correspondence through CDIR and Public Health Operations Inbox
9. Enter notifications into PHESS
10. Enter laboratory results into PHESS

Additional tasks if the Special Advice role is not activated

11. Receive information from Power BI, daily COVID updates.
12. Enter confirmed cases into the database if requested

Minimum Skill Set

- Office 365 proficiency
- Adapt and learn new systems quickly
- Follow direction and guidance on processes and escalate when needed
- Ability to manage difficult conversations and stakeholders
- Complete writing and reporting tasks accurately and efficiently

Internal DHHS Training requirements

1. General Induction - Candidate Readiness Assessment
2. Triage & Notification - Candidate Readiness Assessment

Approved by: Caillean Michael
Approval date: 6 April 2020

Version: 3
Trim Reference:

Operations Lead – Job Card

OPERATIONS LEAD OBJECTIVES:

- Oversee case and contact management team including the receipt and processing of all notifications, contact tracing and case management
- Oversee laboratories and ports of entry teams providing strategic connection between teams and operational management teams
- Provide strategic and operational oversight to sector through planning, intelligence gathering and procedural development.

OPERATIONS LEAD RESPONSIBILITIES:

1. Coordinate and oversee Sector Teams and staff
2. Reports to Deputy Public Health Commander Operations
3. Provides operational awareness to Incident Management Team and operational units
4. Contributes to strategic planning and sector development through operational intelligence
5. Liaises with Planning and Intelligence and Public Information Sectors on operational events, case management and sector actions.
6. Operate within increased level of autonomy and accountability in delivering within the broad strategic directions.
7. Provide leadership and guidance based on advanced expertise.
8. Manage with increased budget, staff responsibilities or strategic importance.

INITIAL ACTIONS:

1. Oversee operations sector and response units
2. Provide operational awareness to Incident Management Team
3. Provide input into operational intelligence gathering and communicates with Deputy Public Health Commander operational challenges and issues
4. Identifies planning and strategic needs through operational feedback
5. Address planning and strategic needs in conjunction with sector teams
6. Maintain planning and rostering capacity through Logistics Lead

Additional tasks:

Additional tasks if the Special Advice role is not activated

Approved by: Caillean Michael
Approval date: 26 March 2020

Qualifications

- Tertiary degree in health science, nursing, medicine or related public health field
- Post graduate qualification in public health, environmental science or public policy would be desirable.

VPS Classification:

- VPS 6

References:

1. EDRM Reference:
 - WORK/20/136 Novel Coronavirus (2019-nCoV) – January 2020 – Active
 - IIEF/20/1047 Public health – Health Protection – COVID-19-Planning and Intelligence
2. F: [\\N060\Group\PH](#)
3. Microsoft Teams Reference:
 - CDES shared-DHHS-GRP
4. Public Health Event Surveillance System (PHESS)
 - **internal DHHS intranet access required**
5. PowerBI
6. Virtual support – TC and Mobile Support
7. H03.06 SEMT Situation Report SOP
8. infectious.diseases@dhhs.vic.gov.au
cdir@dhhs.vic.gov.au
publichealth.operations@dhhs.vic.gov.au
9. DHHS Coronavirus 2019 (COVID-19) Guidelines for health services and general practitioners – Version 13 – 15 March 2020
10. DHHS Case and Contact Management Guide
11. Phone access

Version:
Trim Reference:

Outbreak Management Team Lead – Job Card

NEW CASE AND CONTACT TRACING TEAM OBJECTIVES:

- Investigate and follow up all outbreaks of COVID-19
- Identify all new cases or contacts during outbreak
- Undertake a risk assessment of all new confirmed cases
- Interview all new confirmed cases identified during outbreak
- Contact all close and causal contacts and provide advice and recommendations on isolation and exclusion
- Provide public health advice and support to cases, contacts and members of the community

QUALIFICATIONS:

- Tertiary degree in health science, nursing, medicine or related public health field
- Post graduate qualification in public health, environmental science or public policy would be desirable.

NEW CASE AND CONTACT TRACING TEAM LEAD OBJECTIVES:

1. Oversee Outbreak Management Team
2. Reports to Case and Contact Sector Lead
3. Provides management and advice to team and recommendations on public health advice and case risk assessment
4. Communicate situational awareness to sector lead
5. Meets reporting deadlines on case and contact management

VPS Classification:

- VPS 5

INITIAL ACTIONS:

1. Oversight of outbreak management team
2. Coordinate outbreak response in line with case and contact management guidelines
3. Maintain data and information standards for Intelligence and Operations lead
4. Oversee data entry and data quality of information being entered into PHESS
5. Support and manage escalated advice and information requests from case and contact tracing team
6. Provide recommended adjustments to case and contact workflows to sector lead

References:

1. *EDRM Reference:*
 - *WORK/20/136 Novel Coronavirus (2019-nCoV) – January 2020 – Active*
 - *IIEF/20/1047 Public health – Health Protection – COVID-19-Planning and Intelligence*
2. F: [\\N060\Group\PH](#)
3. *Microsoft Teams Reference:*
 - *CDES shared-DHHS-GRP*
4. *Public Health Event Surveillance System (PHESS)*
 - **internal DHHS intranet access required**
5. *PowerBI*
6. *Virtual support – TC and Mobile Support*
7. *H03.06 SEMT Situation Report SOP*
8. infectious.diseases@dhhs.vic.gov.au
cdir@dhhs.vic.gov.au
publichealth.operations@dhhs.vic.gov.au
9. *DHHS Coronavirus 2019 (COVID-19) Guidelines for health services and general practitioners – Version 13 – 15 March 2020*
10. *DHHS Case and Contact Management Guide*
11. *Phone access*

SECONDARY ACTIONS:

10. Manage information and correspondence through CDIR and Public Health Operations Inbox
11. Enter confirmed cases and contacts – questionnaires and information into PHESS
12. Receive list of laboratory results from VIDRL each day and enter them in the PHESS provisional field

Additional tasks if the Special Advice role is not activated

Approved by:
Approval date:

Version:
Trim Reference:

Ports of Entry Team Lead – Job Card

PORTS OF ENTRY TEAM OBJECTIVES:

- Oversee the arrival of passengers through Victoria's ports of entry – primarily Melbourne Tullamarine Airport, Avalon Airport
- Work closely with and in support of the Department of Agriculture, Water and Environment
- Provide public health advice and support to passengers and members of the community
- Undertake a risk assessment of all new arrivals screen on entry into Victoria

Qualifications

- Tertiary degree in medicine or related health specialty
- Post graduate qualification in public health, environmental science or public policy would be desirable.

VPS Classification:

- VPS 5

PORTS OF ENTRY TEAM LEAD OBJECTIVES:

1. Oversee Ports of Entry Team
2. Reports to Case and Contact Sector Lead
3. Provides management and advice to team and provides strategic recommendations to sector lead on necessary changes to process
4. Communicate situational awareness to sector lead daily through direct correspondence
5. Meets reporting deadlines situational awareness requirements

References:

1. *EDRM Reference:*
 - *WORK/20/136 Novel Coronavirus (2019-nCoV) – January 2020 – Active*
 - *IIEF/20/1047 Public health – Health Protection – COVID-19-Planning and Intelligence*
2. F: [\\N060\Group\PH](#)
3. *Microsoft Teams Reference:*
 - *CDES shared-DHHS-GRP*
4. infectious.diseases@dhhs.vic.gov.au
cdir@dhhs.vic.gov.au
publichealth.operations@dhhs.vic.gov.au
5. *DHHS Coronavirus 2019 (COVID-19) Guidelines for health services and general practitioners – Version 13 – 15 March 2020*
6. *DHHS Case and Contact Management Guide*
7. *Phone access*

INITIAL ACTIONS:

1. Oversight of ports of entry team
2. Coordinates state health role in screening process for new arrivals into Victoria
3. Provides rostering requirements to rostering and intelligence leads
4. Liaise directly with Department of Agriculture, Water and Environment colleagues on operational response roles and requirements
5. Provides daily situational briefings to sector lead on screening arrangements and new arrivals
6. Maintain information standards for Intelligence and Operations lead
7. Provides advice and guidance to sector lead on information needs and public communication

SECONDARY ACTIONS:

8. Escalates appropriate procedural changes and recommendations to sector lead

Additional tasks if the Special Advice role is not activated

9. Receive information from Power BI, daily COVID updates.
10. Enter confirmed cases into the database if requested

Approved by: Caillean Michael
Approval date: 22 March 2020

Version:
Trim Reference:

Triage and Notification Team Lead - Job Card

TRAIGE AND NOTIFICATION TEAM OBJECTIVES:

- Respond to all queries from General Practitioners, Laboratories and Hospitals regarding COVID-19
- Receive and take notifications of suspected and confirmed cases of COVID-19
- Provide appropriate and tailored advice to all members of the public, schools or business queries regarding COVID-19

TRIAGE AND NOTIFICATION TEAM LEAD OBJECTIVES:

1. Reports to Cell Public Health Lead
2. Provides management advice and support to team on public and community recommendations regarding COVID-19
3. Provides management advice and support to team on health sector queries regarding COVID-19
4. Develop and refine notification workflows to case and contact management team
5. Communicate situational awareness to sector lead

Initial actions:

1. Lead a team in providing or contributing to authoritative and expert advice and recommendations consistent with organisational goals and values.
2. Oversight of triage and notification team
3. Support and manage escalated advice and information requests from triage and notification team
4. Maintain data and information standards for Intelligence and Operations lead
5. Provide recommended adjustments to notification workflows to sector lead
6. Provide advice and guidance to sector lead on information needs and public communication
7. Apply case definition and sign off all notifications
8. Update surveillance changes document in TEAMS
9. Evaluate and complete daily data summary for Intelligence Lead

Additional tasks:

10. Manage the allocation of resources within and the outputs required of the work area to achieve service delivery goals and expectations.
11. Manage information and correspondence through CDIR and Public Health Operations Inbox
12. Enter notifications into PHESS

Additional tasks if the Special Advice role is not activated

13. Not applicable

Minimum Skill Set

- Office 365 proficiency
- Adapt and learn new systems quickly
- Follow direction and guidance on processes and escalate when needed
- Ability to manage difficult conversations and stakeholders
- Complete writing and reporting tasks accurately and efficiently

Approved by: Cailleán Michael
Approval date: 6 April 2020

Qualifications

- Tertiary degree in health science, nursing, medicine or related public health field
- Post graduate qualification in public health, environmental science or public policy would be desirable.

VPS Classification:

- VPS 5

Further References:

1. *EDRM Reference:*
 - *WORK/20/136 Novel Coronavirus (2019-nCoV) – January 2020 – Active*
 - *IIEF/20/1047 Public health – Health Protection – COVID-19-Planning and Intelligence*
2. *F: [\\N060\Group\PH](#)*
3. *Microsoft Teams Reference:*
 - *CDES shared-DHHS-GRP*
4. *Public Health Event Surveillance System (PHESS)*
 - ***internal DHHS intranet access required***
5. *PowerBI*
6. *Virtual support – TC and Mobile Support*
7. *H03.06 SEMT Situation Report SOP*
infectious.diseases@dhhs.vic.gov.au
cdir@dhhs.vic.gov.au
publichealth.operations@dhhs.vic.gov.au
8. *DHHS Coronavirus 2019 (COVID-19) Guidelines for health services and general practitioners – Version 13 – 15 March 2020*
9. *DHHS Case and Contact Management Guide*
10. *Phone access*

Internal DHHS Training requirements

1. **General Induction** - Candidate Readiness Assessment
2. **Triage & Notification** - Candidate Readiness Assessment

Version: 2
Trim Reference: